

2014 ANNUAL JURY REPORT

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Waukesha County Circuit Court 2014 Jury Program Report

The right to a trial by jury is the cornerstone of American democracy, guaranteed by both the state and federal constitutions. Jury service is meaningful work. The decisions made by juries affect people's rights and freedom. The willingness of all who are summoned to serve is essential to ensure representative, impartial juries. Even those who do not eventually end up on a jury help maintain the system by coming to court.

Jury service is a duty of citizenship similar to paying taxes and voting. By employing effective techniques and best practices, Waukesha County strives to administer a fiscally responsible and efficient jury system while continually working to improve the nature and quality of the services asked of our citizens. We also strive to ensure that our judges, the lawyers, the litigants, and the public have confidence in the fairness and impartiality of the impaneled juries, and that jurors have appropriate tools during trials and deliberations with which to render informed and fair judgments.

Wisconsin Supreme Court Rules require each judicial circuit to analyze the performance of the jury system annually to determine the following:

1. If the department list or master list is representative and inclusive of the population of the circuit;
2. The effectiveness of the summoning and qualification procedures;
3. The responsiveness of prospective jurors to their summonses for jury duty;
4. If jurors and prospective jurors are used efficiently; and
5. The cost-effectiveness of the jury system.

The following report includes specific information related to this criterion. It also provides the details related to the jury program operations and highlights many improvements that have been made to the Waukesha County jury program over the past several years. Improvements to the program achieved in 2014 are highlighted in addition to the program initiatives planned for 2015.

Waukesha County Circuit Courts is dedicated to administering a jury program that is efficient and fiscally responsible. We continually look for ways to improve the quality, efficiency and cost-effectiveness of our jury system, and this report will highlight these efforts.



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Development of a Prospective Jury List

Every resident in Waukesha County who is at least 18 years of age, a U.S. citizen, and able to understand the English language is qualified to serve as a juror unless that resident has been convicted of a felony and has not had his or her civil rights restored. The annual selection of Waukesha County jurors begins with a request for a specific number of records from the Wisconsin Department of Transportation (DOT). The DOT provides a source list of valid licensed drivers and identification card holders. Three (3) years of data involved in developing a list of Waukesha County citizens available to serve as a juror follows:

	2014	2013	2012
# of records on Waukesha County DOT listing	304,410	305,417	303,811
# of Waukesha County records requested from DOT	12,250	13,000	13,000
# of DOT records not loaded into the CCAP database for the following reasons: deceased, previous permanent excusal, four year disqualification, under the age of 18.	1,252 (10%)	1,268 (10%)	1,444 (11%)
# of prospective jurors	10,998	11,732	11,556

Balance and Inclusiveness

The Wisconsin Supreme Court Rules require that this source list be representative and inclusive of the population of the county. Data from the U.S. census for the county for persons 18 years of age and older by race and gender are compared to the master list to ensure fair representation and inclusiveness exists. The following comparison data confirms the master list and prospective jury list are representative and inclusive of the population of Waukesha County for persons 18 years or older in all areas measured.

Persons 18+ Years Old		Census Data		Jury Year Master List		Prospective Jury List	
		#	%	#	%	#	%
<u>Gender</u>	Male	147,890	48.58%	150,164	49.41%	5,162	49.44%
	Female	<u>156,520</u>	51.42%	<u>153,733</u>	50.59%	<u>5,279</u>	50.56%
		304,410		303,897		*10,441	
<u>Age</u>	18-24	29,653	9.74%	34,804	11.69%	1,372	12.47%
	25-44	89,468	29.39%	90,345	30.35%	3,352	30.48%
	45-64	122,479	40.23%	115,472	38.79%	4,214	38.32%
	65+	62,810	20.63%	57,076	19.17%	2,060	18.73%
	Unknown	<u>0</u>	0.00%	<u>0</u>	0.00%	<u>0</u>	0.00%
		304,410		297,697		10,998	
<u>Race</u>	Hispanic	10,807	3.55%	6,503	2.14%	268	2.44%
	Amer Indian/Alaska Native	738	0.24%	641	0.21%	30	0.27%
	Asian/Pacific Islander	8,818	2.90%	7606	2.50%	281	2.56%
	Black/African American	3,779	1.24%	3,550	1.17%	114	1.04%
	White/Caucasian	280,268	92.07%	285,597	93.98%	10,252	93.22%
	Other/Unknown	<u>0</u>	0.00%	<u>0</u>	0.00%	<u>53</u>	.47%
		304,410		303,897		10,998	

*The total number of prospective jurors in the Gender section above is not accurate. This is a result of individuals not identifying a gender, or if they did, the information did not import properly into CCAP. The total number of prospective jurors in 2014 was 10,998.

Qualification and Summoning

In 2013, a one-step qualification and summoning system was implemented. This means that a qualification questionnaire and a summons to serve jury duty are mailed to a prospective juror at the same time. Previously, Waukesha County operated a two-step jury program where qualification questionnaires were mailed in the Fall of each year and qualified jurors received a summons two weeks prior to their jury service. In an attempt to further implement best practices into the Waukesha County Jury Program, a one-step qualification and summoning process was implemented to create efficiencies and reduce program costs.

Upon receipt of the qualification questionnaire and jury summons, prospective jurors are instructed to complete an online qualification questionnaire or complete a form questionnaire and return it to the court by mail. Online questionnaires are imported directly into CCAP and mailed questionnaires are manually entered into CCAP. Citizens may be disqualified or permanently excused and will be notified by Court staff. If a citizen does qualify for jury service, they follow the instruction they receive on the summons.

On a weekly basis, court staff determines the number of jurors needed to appear for jury selection based upon a variety of factors. Generally the type of case or the charges and the anticipated length of a jury trial will determine the number of jurors summoned and brought in for jury selection in addition to other factors such as the number of jurors who may not be qualified. For example, a specified number of jurors will be required to appear for a criminal misdemeanor trial, but a different number of jurors will be called in for a termination of parental rights or a criminal felony sexual assault trial. While there are general guidelines applied, each case is also examined carefully for its own unique needs such as the nature of the crime(s), the complexity of the dispute, whether it is a high profile case, and many other factors to ensure the proper number of jurors are available for the jury selection process. The table below depicts the number of individuals who received a questionnaire and summons and our juror usage in 2014.

	2014 Jury Year		2013 Jury Year		2012 Jury Year	
	#	%	#	%	#	%
# of Qualification Questionnaire & Summons Sent	8,267		11,172		*	
Qualification Questionnaires Sent	*		*		11,556	
# of Citizens Who Received A Summons	*		*		8,835	
Questionnaires Returned	7,860	95%	10,567	94%	11,550	99%
Returned Online	5,344	68%	5,590	53%	4,990	43%
Returned Via USPS	2,515	32%	4,977	47%	6,560	57%
Jurors Ineligible/Unavailable	2,068	26%	4,317	39%	3,137	27%
Qualified Jurors	5,792	74%	6,250	59%	8,413	73%
# of Qualified Citizens Postponed	1,329	23%	1,934	31%	1,846	22%
Online Postponement	1,142	86%	1,702	88%	1,455	79%
Postponement Via USPS	186	14%	232	12%	391	21%
Jurors Required To Report	1,916	33%	2,312	37%	2,450	28%
Jurors Sent to Voir Dire	1,624	85%	1,983	86%	2,100	86%
Jurors Questioned in Voir Dire	1,089	67%	1,344	68%	1,507	72%
Jurors Not Questioned in Voir Dire	535	33%	639	32%	593	28%
Jurors Sworn	594	37%	716	36%	780	37%
Jurors Who Reported and Not Used	292	15%	329	14%	350	14%

*In 2013 the qualification and summons process were combined into one step.

SAMPLE JUROR QUALIFICATION QUESTIONNAIRE

Juror Qualification Questionnaire



DEAR WAUKESHA COUNTY CITIZEN:

You are being considered as a prospective juror in the Waukesha County Circuit Court. This is not a summons to appear, but only a questionnaire required by Ch. 758, Wis. Statutes, to determine your eligibility for jury service.

Please complete the following questionnaire and return it within ten days. Alternatively, you may complete this form on-line at <https://jury.wicourts.gov>.

Juror ID: 10718 Jury Year: 2015 Pool ID: MAY42015

WAUKESHA COUNTY

>>JUROR NAME<<

Kathleen A Madden

>>JUROR ADDRESS<<

515 W. Moreland Blvd.

>>JUROR CITY>> JUROR STATE<< JUROR ZIP >>

Waukesha WI 53187-1627

Year of Birth: _____

Failure to return this form or the willful misrepresentation of a material fact may result in a forfeiture not to exceed \$500. If a question does not apply to you, enter "n/a" (i.e., "not applicable"). If you have any questions, contact the Clerk of Circuit Court at 262-548-7504. Thank you for completing this form.

Please print your answers. If you are a person with a disability and need assistance in completing this form, please contact 262-548-7504

Is the above name, address and year of birth correct? ☐ Yes ☐ No (If "No", enter correct information.)

Name _____

City _____

Address _____

State _____

Zip _____

Year of Birth _____

Wisconsin Law requires you to answer questions 1 through 8:

1. Are you a citizen of the United States?

Yes

No

2. Are you a resident of Waukesha County?

☐

☐

3. Are you at least 18 years of age?

☐

☐

4. Do you understand the English language?

☐

☐

5. Have you been summoned for jury service in the past 4 years?

☐

☐

If yes, give date(s) - location _____

6. Because of a disability, do you need assistance to serve as a juror?

☐

☐

If yes, please describe the nature of your disability and the accommodation you request. _____

7. Have you ever been convicted of a felony?

☐

☐

If yes, have you fully satisfied all the conditions of your sentence? _____

☐

☐

8. What is your race?

☐ African Am. ☐ Asian or Pacific Islander ☐ Caucasian ☐ Hispanic ☐ Am. Indian or Alaskan Nat. ☐ Other: _____

Home Telephone () _____

Work Telephone () _____

Cell Telephone () _____

Distance in miles from your home to the Courthouse and return: _____ miles.

You must sign the following and return the questionnaire within 10 days.

I certify the above information is complete and true to the best of my knowledge.

(Signature)

(Date)

SAMPLE JUROR SUMMONS

STATE OF WISCONSIN

CIRCUIT COURT

WAUKESHA COUNTY

SUMMONS TO SERVE AS A JUROR



Juror ID No. 4924

Pool Member No. 221

>>JUROR NAME<<

>>JUROR ADDRESS<<

>>JUROR CITY>> JUROR STATE<< JUROR ZIP >>

You have been selected through a random drawing to serve as a juror in Waukesha County.

Your juror term begins: 05-25-2015

Your juror term ends: 05-29-2015

Please follow these instructions:

Complete an ONLINE juror qualification questionnaire at circuitcourts.waukeshacounty.gov. Completing an online questionnaire saves time and reduces postage expense. If you are unable to complete the questionnaire online, return the enclosed questionnaire by US Mail within 10 days. If you have completed the questionnaire once, but were deferred to a later date, you are not required to complete the questionnaire again. **Note: If there is not a questionnaire included with your summons, you have already completed it.**

- You must complete your questionnaire before any request to postpone or excuse can be approved.
- This is your summons to serve as a juror. Keep this summons until your term of service is complete.
- As a Juror for Waukesha County, you are scheduled to appear during your term of service listed above.
- **You must call the Jury Line at 262-548-7531 after 5:00 p.m. the evening prior to your required dates.**
- You must report only if your Pool Member Number is called.
- If required to report, you will report to: Jury Assembly Room, Room CG-6
Waukesha County Courthouse
515 W Moreland Blvd.
Waukesha, WI 53188
- Report to the courthouse **no later** than 8:15 a.m. unless instructed differently on the Jury Line.

PLEASE SEE BACK OF THIS FORM & THE ENCLOSED BROCHURE TO ANSWER FREQUENTLY ASKED QUESTIONS

Failure to appear or to return your questionnaire can result in the court imposing a sanction not to exceed \$500.00



**Please complete the
Juror questionnaire
SCAN CODE OR VISIT
circuitcourts.waukeshacounty.gov**

**Kathleen Madden
CLERK OF CIRCUIT COURT**

Juror Coordinator's Phone: (262) 548-7504
Courthouse Hours: Monday – Friday
8:00 am – 4:30 pm

Jury Trial Information

Status conferences are held before each jury trial for the purpose of determining whether the case is “trial ready.” Cases can, and occasionally do, settle, are dismissed, or are adjourned on trial day. While the system is designed to avoid this once jurors appear, there are many factors that result in cases not proceeding to jury trials. In 2014, jurors were required to appear for sixty-seven (67) jury trials that were scheduled to proceed. Twelve (12) of those cases did not proceed to a jury trial and were resolved or adjourned the morning the trial was set to begin. One (1) trial began, but a plea was entered by the defendant on the second day of the jury trial. When a trial does not proceed as originally planned, the respective Judge provides a detailed explanation to the jurors so the jurors leave with a clearer understanding of the complex nature of their justice system.

Jury trials generally run one (1) to three (3) days, but of course some can last longer depending on the nature of the crime(s) involved, the complexity of the civil matters, and other unique case factors. The following is a breakdown of the trial activity for the past three (3) years.

	<u>2014</u>			<u>2013</u>			<u>2012</u>		
	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days
<u>CRIMINAL/ TRAFFIC</u>									
Felony	12	8	31	23	5	56	21	6	51
Crim Misd	3	1	4	8	1	12	5	4	10
Crim Traffic	12	2	20	9	0	14	5	2	11
Traffic	4	2	4	1	0	1	4	0	5
Forfeiture	0	0	0	0	0	0	0	0	0
Commitment of Inmate	0	0	0	0	0	0	1	0	4
SUBTOTAL	31	13	59	41	6	83	36	12	81
<u>CIVIL</u>									
Large Claim	19	0	42	30	4	64	30	3	84
Small Claim	0	0	0	0	0	0	0	0	0
SUBTOTAL	19	0	42	30	4	64	30	3	84
<u>PROBATE</u>									
Guardianship	0	0	0	0	0	0	0	0	0
SUBTOTAL	0	0	0	0	0	0	0	0	0
<u>JUVENILE</u>									
Commitment	2	0	2	1	0	1	1	1	2
Juvenile	0	0	0	0	0	0	1	0	3
TermParRght	2	0	3	1	1	1	0	0	0
SUBTOTAL	4	0	5	2	1	2	2	1	5
TOTAL	54	13	106	73	11	149	68	16	170

Jury Program Costs

Waukesha County operates as a one (1) day or one (1) trial jury system. Jurors must make themselves available for just one (1) day unless they are selected for a jury which they must serve until the trial is complete. The Waukesha County Board has approved a juror per diem of \$15 per half day and \$30 per full day of service plus a flat travel fee of \$7 per day.

Juror supplies such as beverages and reading materials are provided in the Jury Assembly Room and all jury deliberation rooms. Meals are provided to jurors during trial deliberations. Other program expenses include printing, postage and Civilian Jury Bailiffs.

Fifty-four (54) jury trials were tried to verdict in 2014 with total trial days reaching just 106 days. There were eight (8) fewer jury trials and 43 fewer trial days over 2013 activity. Due to the reduction in jury trials and days, total jury program expenses for 2014 reached \$95,484, a decrease of \$25,257 over 2013.

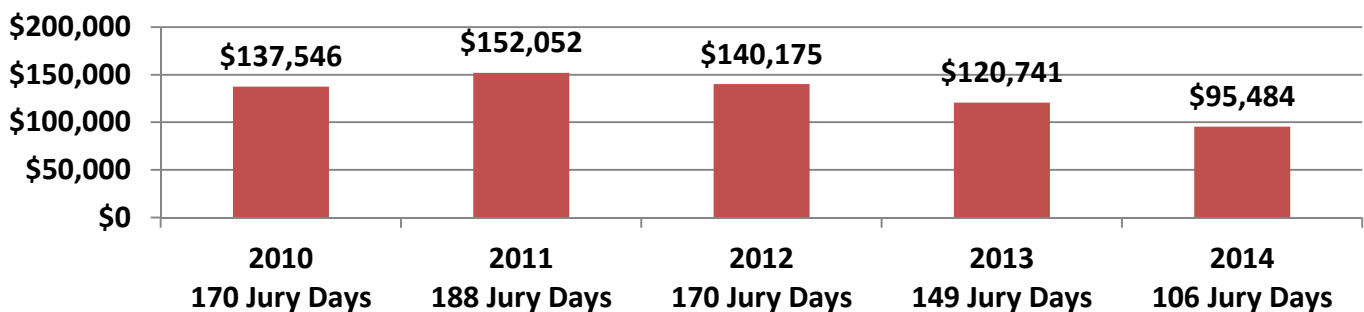
JURY PROGRAM EXPENSES						
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	
Miscellaneous	\$17,010 (12%)	\$5,391 (4%)	\$8,239 (6%)	\$3,124 (3%)	\$3,759 (4%)	
Postage	Incl in Misc.	\$8,872 (6%)	\$4,899 (3%)	\$5,715 (5%)	\$6,317 (7%)	
Civilian Jury Bailiffs	\$11,966 (9%)	\$16,964 (11%)	\$18,524 (13%)	\$10,192 (8%)	\$12,377 (13%)	
Food	\$2,525 (2%)	\$3,965 (3%)	\$3,110 (2%)	\$3,748 (3%)	\$2,740 (3%)	
Travel Fee	\$23,779 (17%)	\$26,544 (17%)	\$23,968 (17%)	\$22,421 (19%)	\$16,982 (18%)	
Juror Per Diem	\$82,245 (60%)	\$90,315 (59%)	\$81,435 (58%)	\$75,540 (62%)	\$53,309 (55%)	
Annual Cost	\$137,546	\$152,052	\$140,175	\$120,741	\$95,484	
Total Jury Days	170	188	170	149	106	
Trial Day Cost	\$809.10	\$808.79	\$824.56	\$810.34	\$900.79	

-Miscellaneous cost includes beverages, periodicals, postage (until 2011 when we began reporting jury postage separately). Court security expenses provided by the Waukesha Sheriff's Department are not included in this summary of jury expenses. The use of Civilian Jury Bailiffs rather than sworn Sheriff Deputies was piloted in two Criminal/Traffic branches for six months during 2011 and rolled out court-wide in January 2012 thus contributing to the growth of that line item expense.

-On 1/1/10, the Jury Program was converted to a one day/one trial term of service from a two week term of service. The per diem was increased from \$12.50 per half day to \$15, and from \$25 per full day to \$30. The mileage reimbursement fee was also replaced with a flat \$7 per day travel fee. As a result of this significant change, postage increased due to the need for a larger pool of jurors, however, as expected, travel fees decreased significantly.

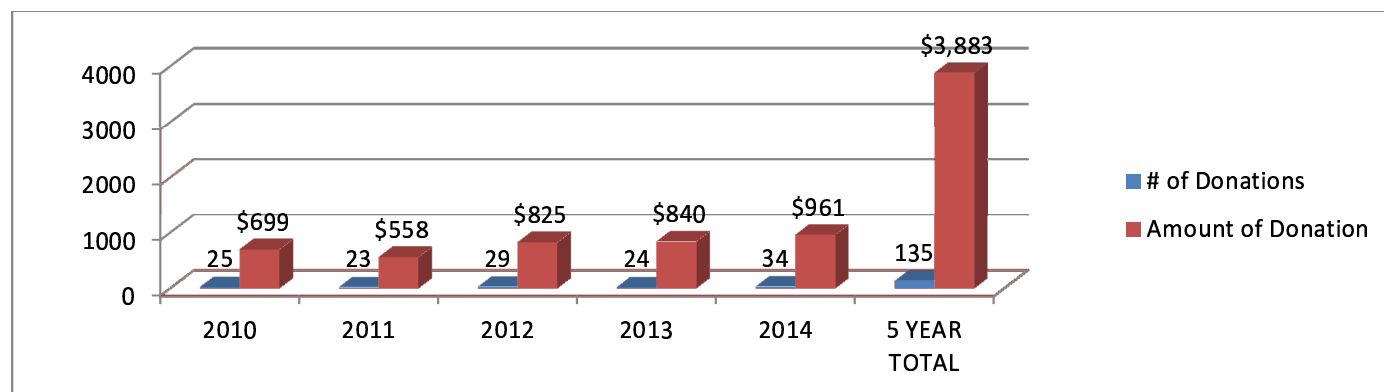
-There were two high profile lengthy murder trials in 2011 contributing 22 jury days and over \$24,000 to the travel, per diem and Jury Bailiff expenses.

Five (5) Year Summary of Overall Jury Program Expenses



Voluntary Juror Donation Program

A Voluntary Juror Donation Program was introduced in 2010 which allows jurors to voluntarily donate their jury pay and/or travel fee back to the Jury Program. The donated funds cannot be used to offset Jury Program operating expenses, but instead are to be used for improvements to the Jury Program. Over the past five (5) full years of existence, 135 donations have been made to the Waukesha County Jury Program totaling \$3,883.



Online Juror Exit Survey

Voluntary juror exit surveys are available on the Court's website and all jurors are encouraged to provide feedback regarding their jury service experience. Fifty-seven (57) jurors voluntarily completed the online survey in 2014 and provided dozens of comments that may help us improve the program. The results of the 2013 and 2014 surveys follow:

Please rate the following by selecting the word that best describes your opinion:										
	Excellent		Good		Average		Below Average		Poor	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Juror summons, juror brochure or materials provided	66%	56%	27%	40%	4%	4%	0%	0%	2%	0%
Telephone Call-in System	71%	70%	22%	21%	4%	7%	2%	0%	1%	2%
Jury Website	47%	55%	36%	30%	15%	16%	1%	0%	2%	0%
Juror Orientation by the Jury Coordinator	74%	74%	22%	23%	3%	4%	0%	0%	1%	0%
Physical Safety	69%	78%	28%	18%	2%	4%	0%	0%	1%	0%
Treatment by Jury Staff	84%	81%	13%	13%	2%	5%	0%	0%	1%	0%
Treatment by Courtroom Staff	78%	74%	18%	16%	2%	10%	0%	0%	2%	0%
Physical Comforts	36%	42%	43%	40%	13%	16%	4%	2%	4%	0%
Your opinion of jury service <i>before</i> serving?	11%	12%	30%	26%	44%	54%	12%	5%	3%	2%
Your opinion of jury service <i>after</i> serving?	49%	54%	40%	32%	7%	12%	1%	0%	3%	2%

One of the most relevant pieces of data we capture through this survey is the opinion of jurors before they serve versus after they serve. Of the fifty-seven (57) jurors who completed the survey in 2014, just 38% had a good or excellent opinion of jury service before they served. After service, 86% had a good or excellent opinion of jury service, an increase of 48%.

A true benefit we are seeing with the online survey is the quality of the written comments from jurors. Allowing jurors to voluntarily complete the survey in the comfort of their own home or office at a time convenient to them seems to produce much more detailed and intellectual comments about their experience, problems or suggestions for improvements. These responses are being reviewed carefully and changes that can be made to address issues are being made. Samples of some comments we have received follow:

Juror Summons, Juror Brochure or Materials Provided

- FAQ sections had most of my questions answered
- Everything was explained and laid out very well. I knew just where to go and what was expected
- The materials were pretty well straight forward and the website was easy to use
- The resources provided answered all questions in a very clear manner
- Everything was explained in very clear detail. You understand exactly what you need to do
- Easy ability to postpone, I had vacation scheduled for my initial time; I knew within a few hours my request to postpone was accepted

Telephone Call-in System

- Email reminders and information available so soon after 5pm
- Clear voice speaking slowly enough on the message
- Gave more than 1 day of insight as to schedule on the first night
- Very helpful and quick
- Short and concise, got the information needed to the jurors quickly and efficiently
- Great to be able to call at my convenience

Jury Website

- How it was laid out answered any and all of my questions
- Everything was right there, all you have to do is check around for the questions you want to ask
- Very clear instructions
- Being able to complete the form online; FAQ available; overall, the website is very helpful and seems to be very well planned
- Easy to navigate
- Website Layout, navigation could be more user friendly. Meaning less is more. Think about a horizontal layout on the top with court divisions and resources as drop down navigation pieces.

Juror Orientation in Jury Assembly Room

- The jury coordinators' meeting. The information about the process of what is about to take place was spot on the mark and simple. Thank you.
- The initial orientation was very informative and then following up with updated information as to courts status
- Clear explanation and assurances that information would be repeated if necessary and that jurors were encouraged to ask questions of the staff
- She was very patient, thorough and conscientious. Well done!
- She was very thorough and you could tell she brought a lot of energy to her job. She took her job very seriously and I think she really likes her job

- Information provided clearly and in an upbeat positive manner. Questions were welcomed and answered
- Very professional. Provided all of the information that was needed and anticipated many of the jurors' questions
- Jury Coordinator made sure to make people aware of requests that could be made for physical needs
- Alleviation of any tension or concerns of what we were about to experience (this was a new experience for me)

Physical Safety

- Security check point made me feel safe while I was here
- Scan at entrance...deputy present in building
- Entrance scan and deputy present was very reassuring
- Security at entrance, in jury waiting area, escort to courtroom was noticeably present and helpful
- Sheriff deputies present at all times
- I don't like taking off my belt

Treatment by Jury Staff

- Bailiff took pains to let us know information we needed regarding procedures, what we could expect to happen, what was happening in court during breaks etc.
- The professionalism of the staff and they did not talk over anyone's head
- People were very pleasant and helpful
- Bailiff was very professional and was very nice to all jurors. Jury Coordinator was professional and got everyone coordinated in a quick and proper manner
- They were very considerate and respectful of our time and comfort
- Treated the jury like royalty
- Bailiff was excellent! Attentive to our needs, anticipated our questions, very professional
- Dave was very congenial and was willing to help at all turns
- Ralph was awesome. He did a great job explaining where we had to be and when, making sure we had what we needed, etc...
- Staff clearly and pleasantly explained procedures
- More updates along the way. We spent a lot of time waiting to go upstairs to court, only to be sent home

Treatment by Courtroom Staff

- Judge and Bailiff were extremely nice and professional
- Appreciated how the judge explained everything and put us at ease
- Thought the judge was very patient and very respectful of all jurors as some jurors like to expound on their family/grandkids etc.
- The case summary information provided by the judge as well as his explanation for the procedural steps made the process easy to understand and follow
- Seemed well organized
- Very professional operation
- Respectfully regarded prospective jurors. Gave clear instructions and posed questions in a clear manner

Physical Comforts

- Not like home, but kept us awake and alert
- Juror chairs were okay

- Access to bathrooms and beverages was appreciated
- Very cold in jury room and also in the court room. The offering of beverages was very nice
- More comfortable room temperatures. Cold in the jury room
- Leg room in jury box was a little tight for taller folks
- The jury room we were in was a bit small and got warm when the door was closed
- C-G6 was a rather small room for the amount of strangers in it - little cramped

Constructive Feedback

- Prior to my jury service I heard the horror stories of waiting all day to not get called for any cases. My experience serving in Waukesha on days 6/10-6/11 was an enjoyable experience as far as the job that the Waukesha County Courthouse did. At the end of the day we had to get down to business and make tough decisions which I would not describe as enjoyable but yet educational. Thank you for making the process enjoyable for me as a jury member, it was a lot better than some of the stories I have heard
- The Waukesha County employees treated us as peers through out the whole process. Civic duty was a pleasure. THANK YOU
- It was an outstanding experience
- KEEP UP THE GOOD WORK!!!!
- Somewhat disappointed I wasn't selected. I think I would have liked to experience the full process. My below average opinion of jury service before serving was 100% based on opinions of co-workers and others that have served. Perhaps my view of a multi-day trial might be different. Anyway, overall it was a positive experience
- Wish I had been selected to stay on with the case I was sent to so that I could have experienced the entire court process
- Well organized for a difficult task
- Easy and convenient system
- I had never been called before [age 72+], and had no pre-conceived notion of what it would be like. I was 'ruled out' after the Q&A by the Judge and the attorneys. All were quite observant and fair in their questioning relative to the case as was explained by Judge Hassin. Overall, a good experience with good people in the court system
- I have served in Milwaukee County before. This was a much more pleasant experience
- Although I was not selected to serve on the jury, I felt totally engaged throughout the morning's jury selection process
- Liked the communication from the judge on the case. She made us feel like we were an important part of it even though the trial didn't happen

2014 At-A-Glance

The year 2014 turned out to be one of change. Cross training efforts continued throughout the year which paid off in big dividends due to a retirement of the long-time Jury Coordinator. The Jury Program was managed flawlessly with backup personnel who teamed up and managed each component of the program quite well. A new Jury Coordinator was brought on board in the Fall and she caught onto the duties quickly. Coworkers, jurors and Judges have all been very complimentary.

Staff dug into every component of the program and refreshed everything. All policies and procedures have been reviewed and rewritten to incorporate many program changes that have occurred and the changes with the new CCAP Jury Management Program that was rolled out in 2013. All mailing materials have been reviewed and updated. New information is now included in the morning colloquy delivered by the Jury Coordinator and the feedback from jurors has been very positive. The staff reviewed every component of the CCAP Jury Management Program and began to utilize additional tools that will provide more accurate data

and new reports that will eliminate existing processes of capturing program information. A stand-alone jury portal that was developed in-house years ago for staff to enter unique trial data and juror supply needs was eliminated in late Fall. This has eliminated dual entry into the jury portal and again into the CCAP Case Management system. Jury staff worked closely with court staff so all the necessary data is now captured in CCAP in a consistent manner and they worked together to transition away from the jury portal over a two month period. The jury portal was disabled in November 2014.

Staff also began to utilize emails and text messages to remind jurors of their service. We received very positive comments from jurors throughout the year. In 2014, 3,943 emails were sent to jurors and 1,928 text messages were sent to jurors.

Data collection on the one-step jury process that was introduced in 2013 continued into 2014 which has assisted staff to determine how big the jury pool should be on a weekly basis as well as the number of jurors brought in on a weekly basis. This data will continue to assist staff to fine-tune our guidelines to ensure we have an effective qualification and summoning process and jurors are used efficiently.

A well run and efficient jury program allows our citizens the opportunity to fulfill their important role within the justice system and enhances their confidence and satisfaction with jury service. Despite so many changes during 2014, the Jury Program continues to be managed very efficiently to achieve four key objectives:

1. Secure an adequate number of prospective jurors from which to select juries;
2. Ensure that the jury pool reflects a fair cross section of the community;
3. Manage court resources, including jurors' time and talents, efficiently; and
4. Treat jurors with dignity and respect.

2015 Jury Program Initiatives

Policies and Procedures Manual: Finalize the review and rewrite of the Jury Program policy and procedure manual including every step of the process from requesting names from DOT through payment of jurors who served and everything in between.

Follow-up Activities for No-Response and/or Failure-to-Appear: Staff will develop and incorporate new processes into the routine weekly work to follow-up with citizens who fail to return their qualification questionnaire, and/or who fail to appear when required. A follow-up letter with a new questionnaire and summons will be sent for the first failure. An order to show cause hearing will be scheduled with the Jury Judge for additional failure to respond or appear.

New Judge Orientation: Staff will develop a new judge orientation program explaining the entire Jury Program to three new Judges who take the bench in August 2015.

Cross-Training: Staff will begin to cross train a new Departmental Secretary who will be hired in June to ensure continuity when the Jury Coordinator is unavailable.

The Waukesha County Circuit Court Judges, Clerk of Circuit Court, and the court employees want to recognize and thank every prospective and sworn juror and say "thank you" for your contributions to our justice system.